

Customer Story: Titan Holdings

Industry

Home Improvement

Solutions

Five9, Access Commissions

Staff

50+ Employees

HQ Office

Miami, Florida

Titan Holdings, formerly, Titan Home Improvement is a company dedicated to revolutionizing the home improvement space through next-gen technology for remodeling companies throughout the nation and through the creation of best-in-class renovation experiences for homeowners everywhere.



Salesforce Challenges

- ⦿ Access Global Group was contacted by Titan Home Improvement who needed Five9 integrated with their Salesforce org.
- ⦿ Commissions were calculated through a labor-intensive process requiring input and approval from many individuals.
- ⦿ Data used to calculate commissions was scattered throughout various systems.
- ⦿ Large company with 500 call center agents, 2,000 field sales representatives.

Access Global Group Solutions

- ⦿ AGG set up Five9 to answer phone calls and to drive the lead calling process.
- ⦿ An AGG-developed app, Access Commissions,, was used to automatically calculate commissions and created an automated system between calls and commissions.
- ⦿ Implemented 5,000 Access Commissions licenses for their team.

Salesforce Results

- ⦿ Overall efficiency has improved by 20%
- ⦿ Streamline deal processing flow by 30%
- ⦿ Overall efficiency has improved by 40%
- ⦿ Commissions are now more accurate and significantly faster.